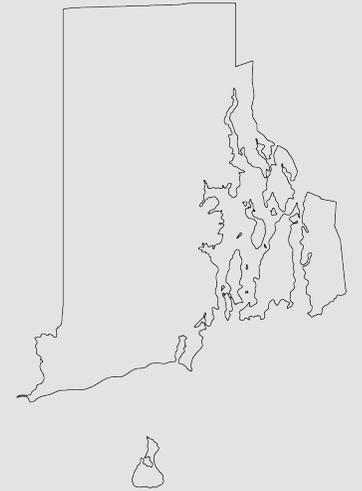


UHIP Turn Around Effort

monthly performance metrics dashboard



Presented by:

Eric J. Beane, Secretary
Executive Office of Health & Human Services

June 2017

The highest priority of the Department of Human Services is to provide Rhode Islanders with timely access to benefits. Regular access to accurate, meaningful data is key to achieving this mission.

The State has been working with Deloitte to improve and refine its data. The data included in this dashboard has been reviewed and reflects the best available information at this time. Data is subject to change as improvements are made to the system.

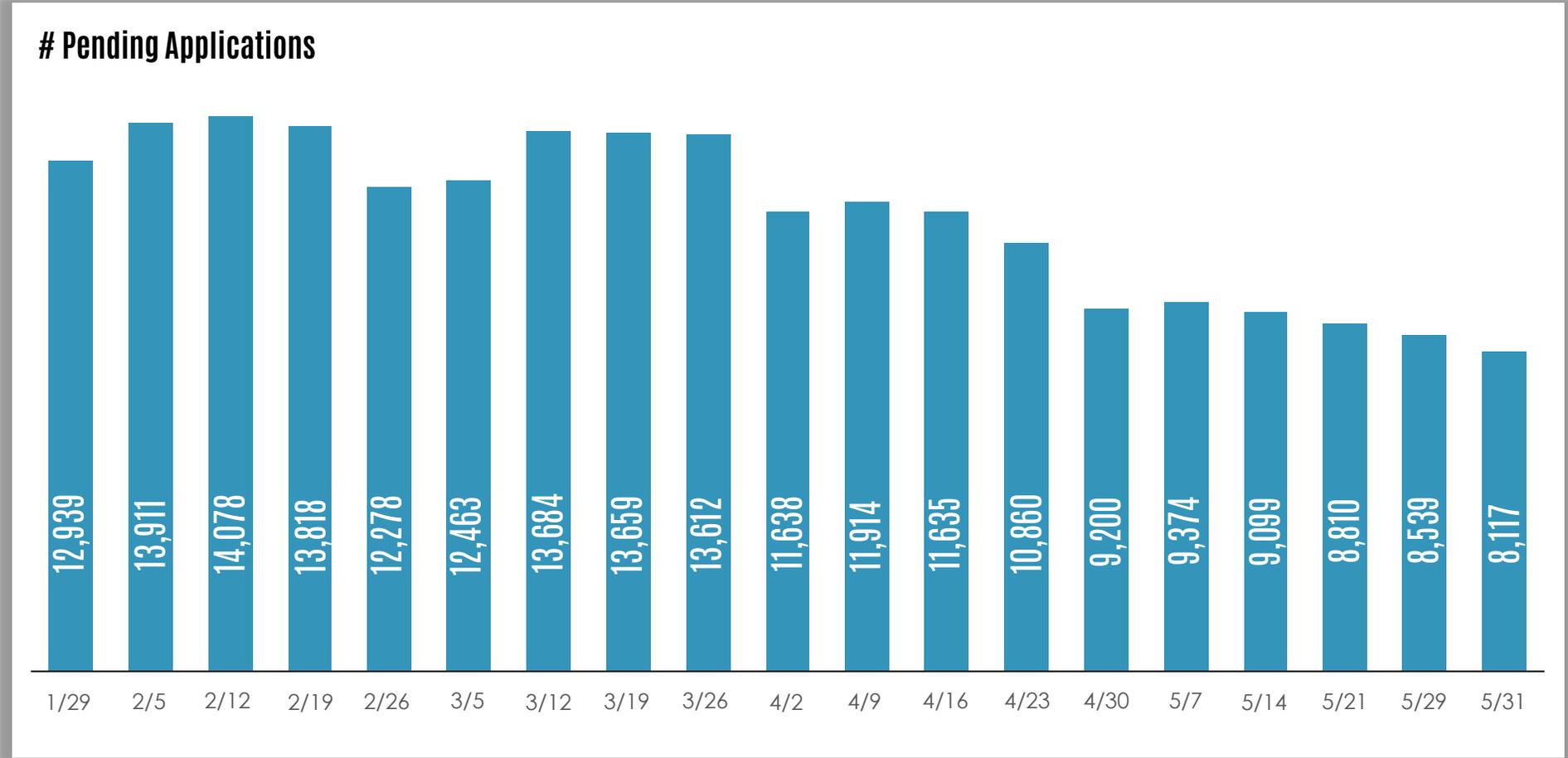
The total number of pending applications declined by 11% (8,117) in May. Pending non-medical applications decreased 18%, with significant declines in Cash (33%) and SSP (93%). The number of pending SNAP applications remained steady, indicating we are now beginning to keep pace with the incoming volume.

We will continue to strive for the modern, efficient system envisioned for Rhode Island and to address issues quickly, share timely information, and provide quality service to our customers.

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total pending applications

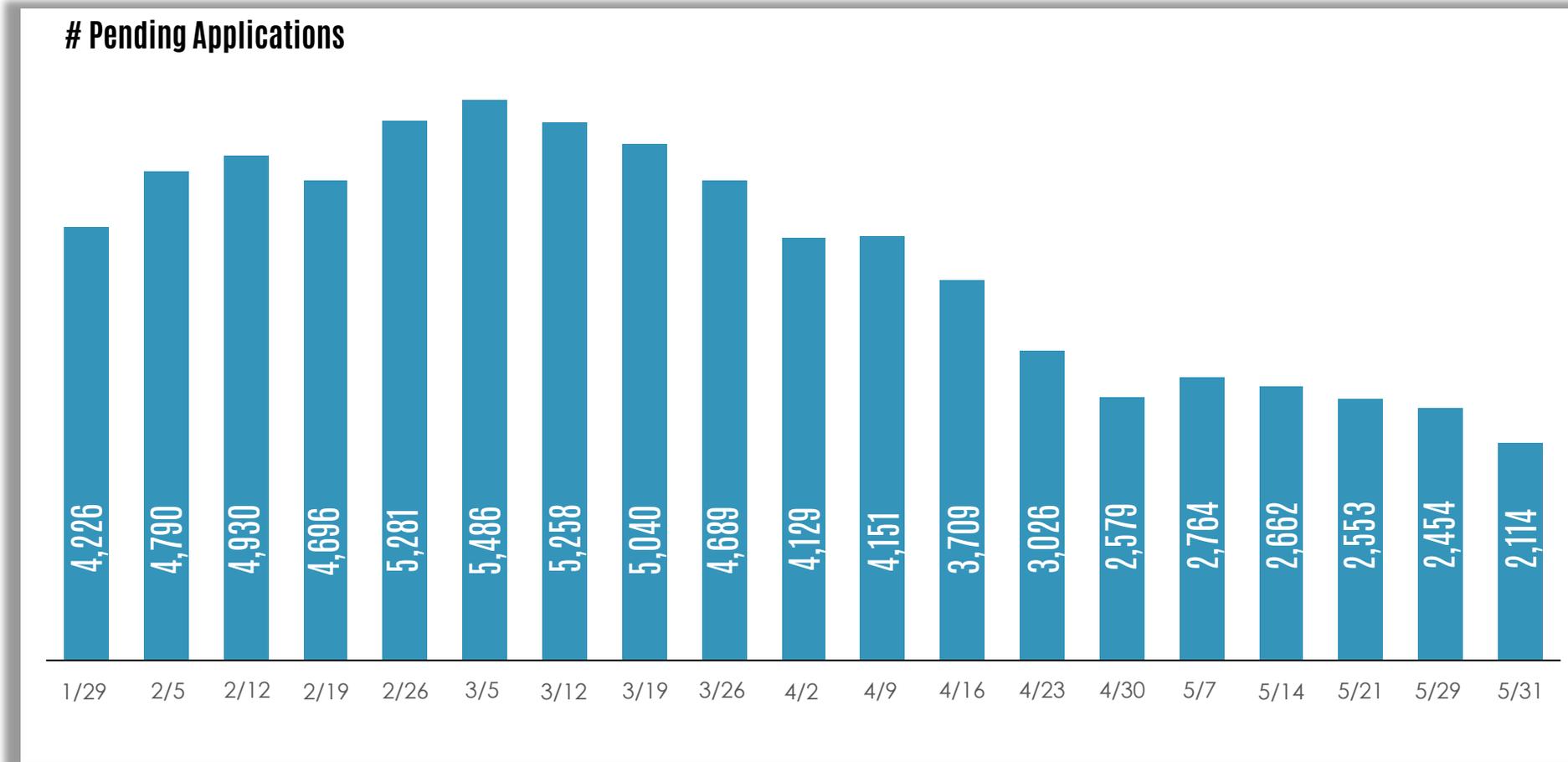


This graph reflects the total number of new applications in progress in the RI Bridges system, across programs.

Data is based on queries of the RI Bridges database designed by the state and executed by Deloitte.

Data on MAGI, Complex Medicaid, Undetermined Medical, Long-Term Care (LTSS), Medicare Premium Payments, SNAP, RI Works, General Public Assistance & Burial, Child Care, & State Supplemental Payments are included.

non-medical: pending application

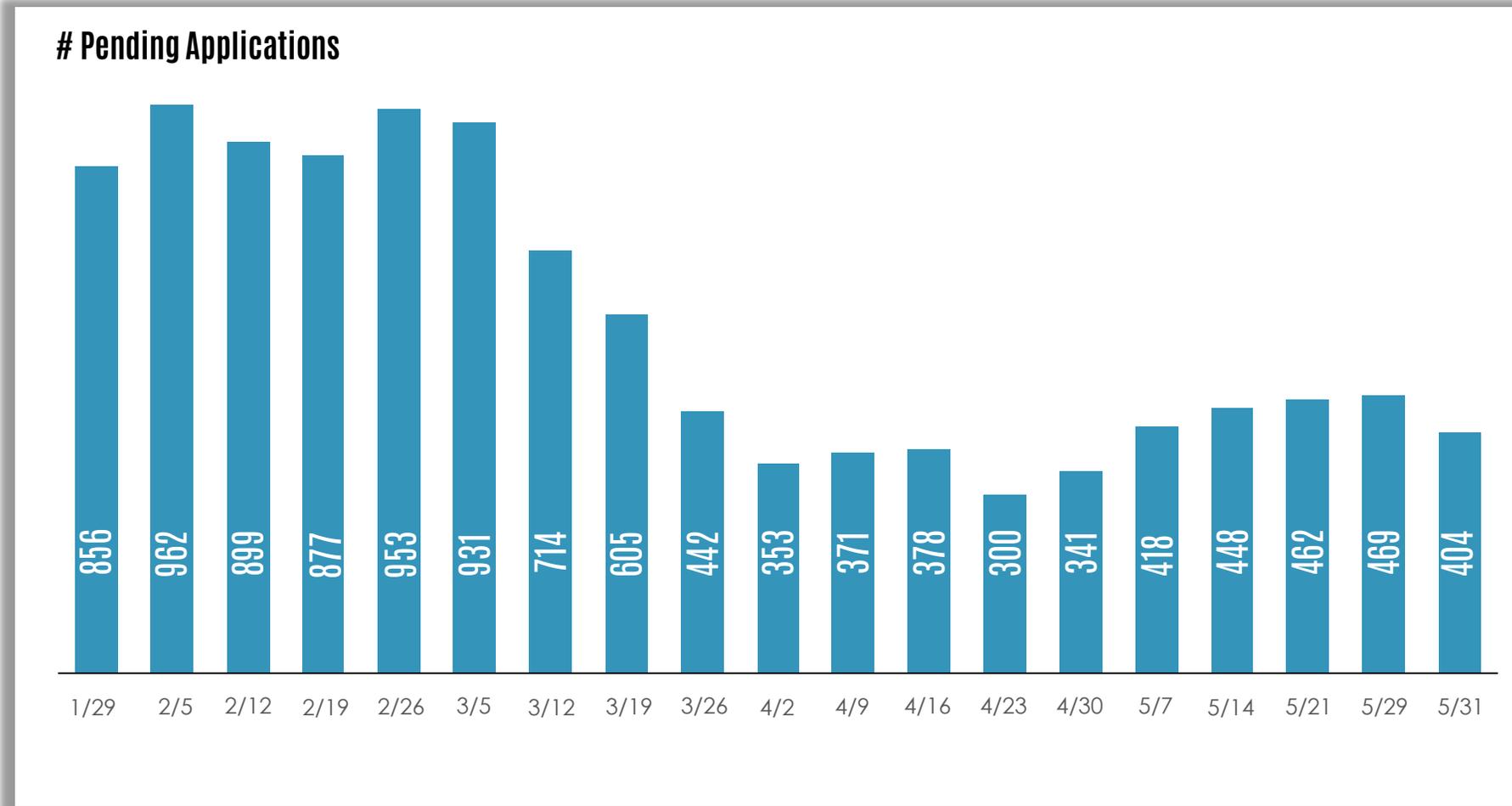


This graph reflects the number of new non-medical applications in progress in the RI Bridges system.

Data is based on queries of the RI Bridges database designed by the state and executed by Deloitte.

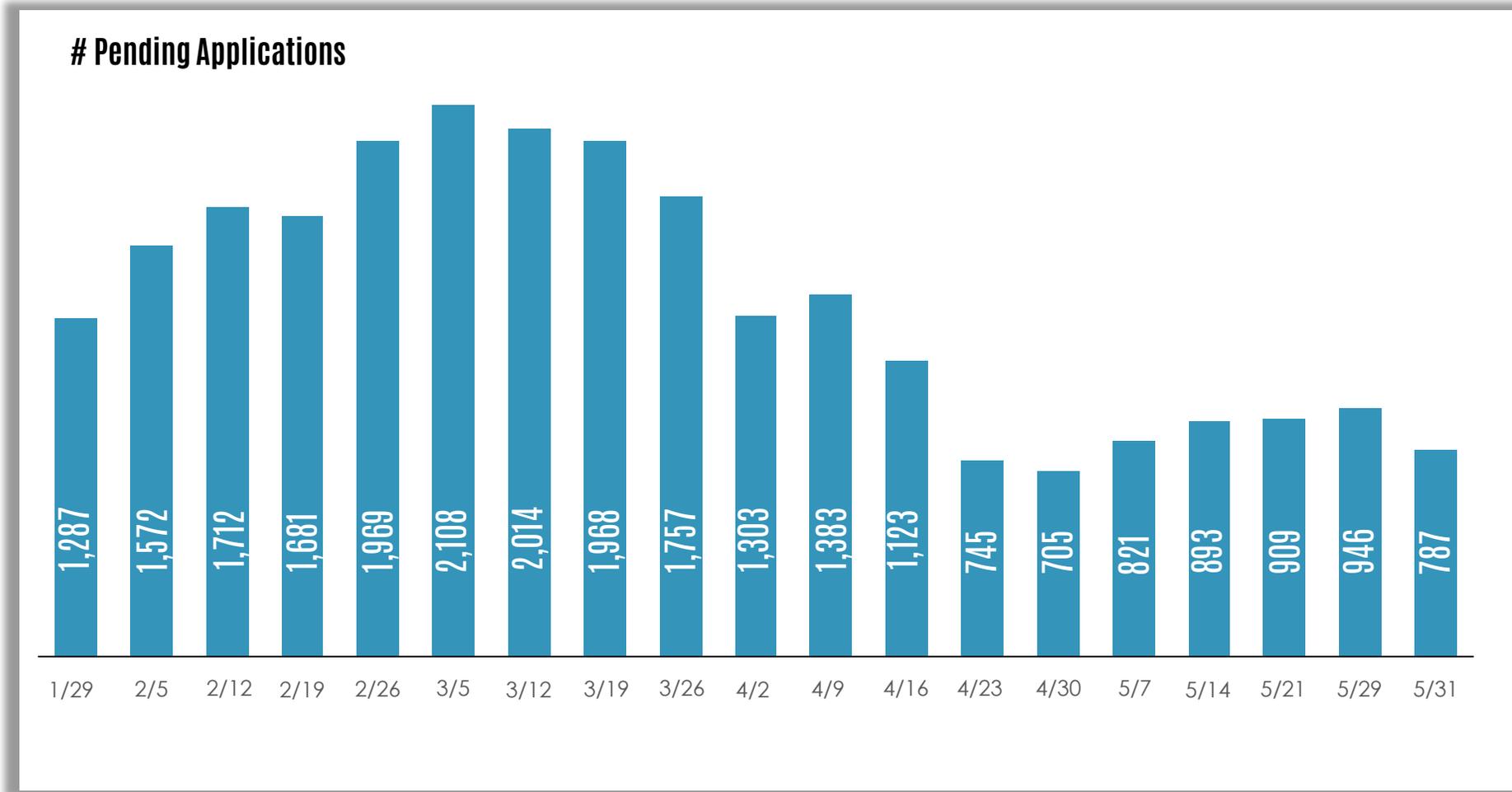
Data on SNAP, RI Works, GPA & Burial, CCAP & SSP are included.

SNAP expedited: pending applications



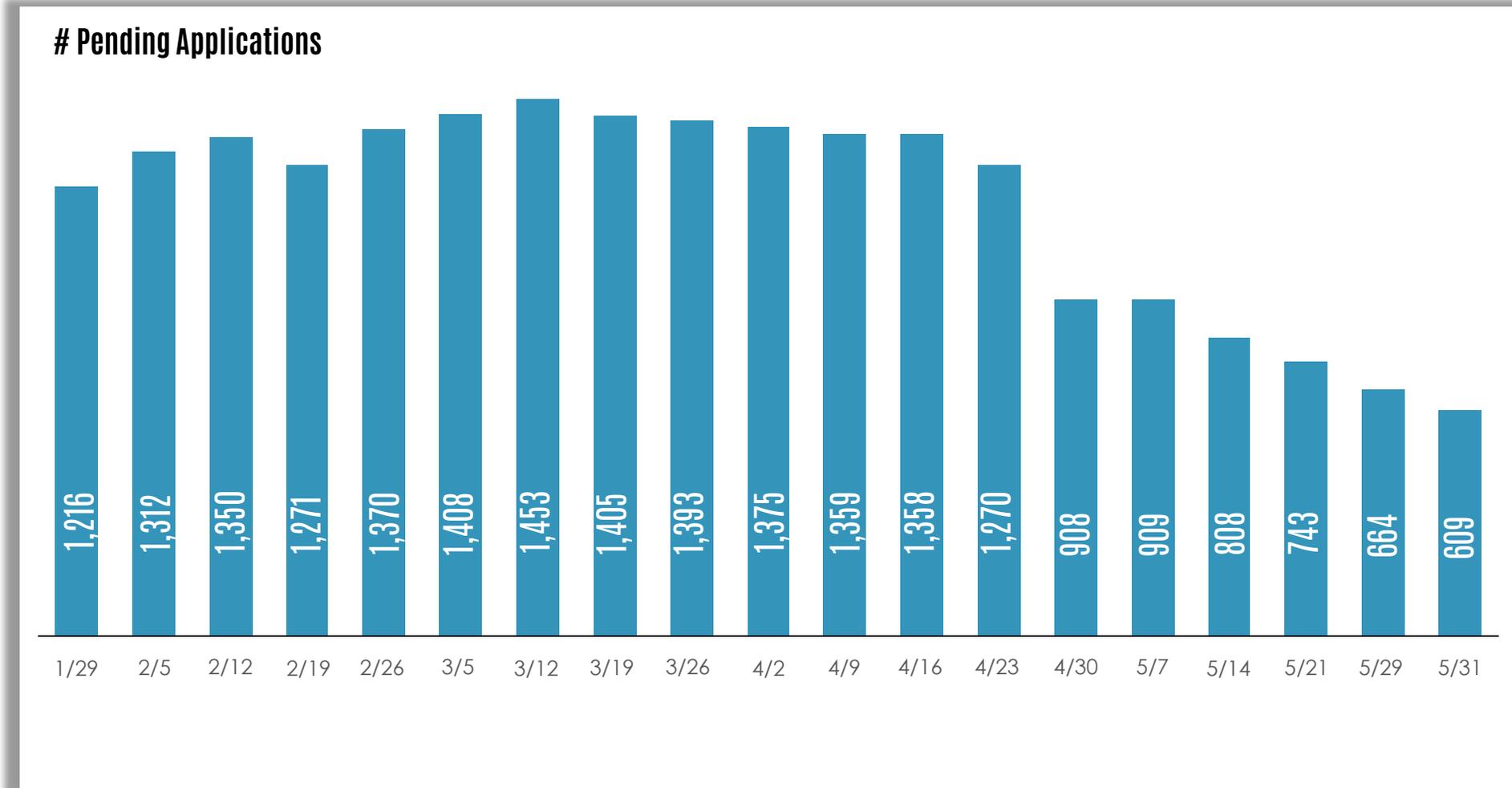
This graph reflects the number of new SNAP expedited applications in progress in the RI Bridges system.

SNAP regular: pending applications



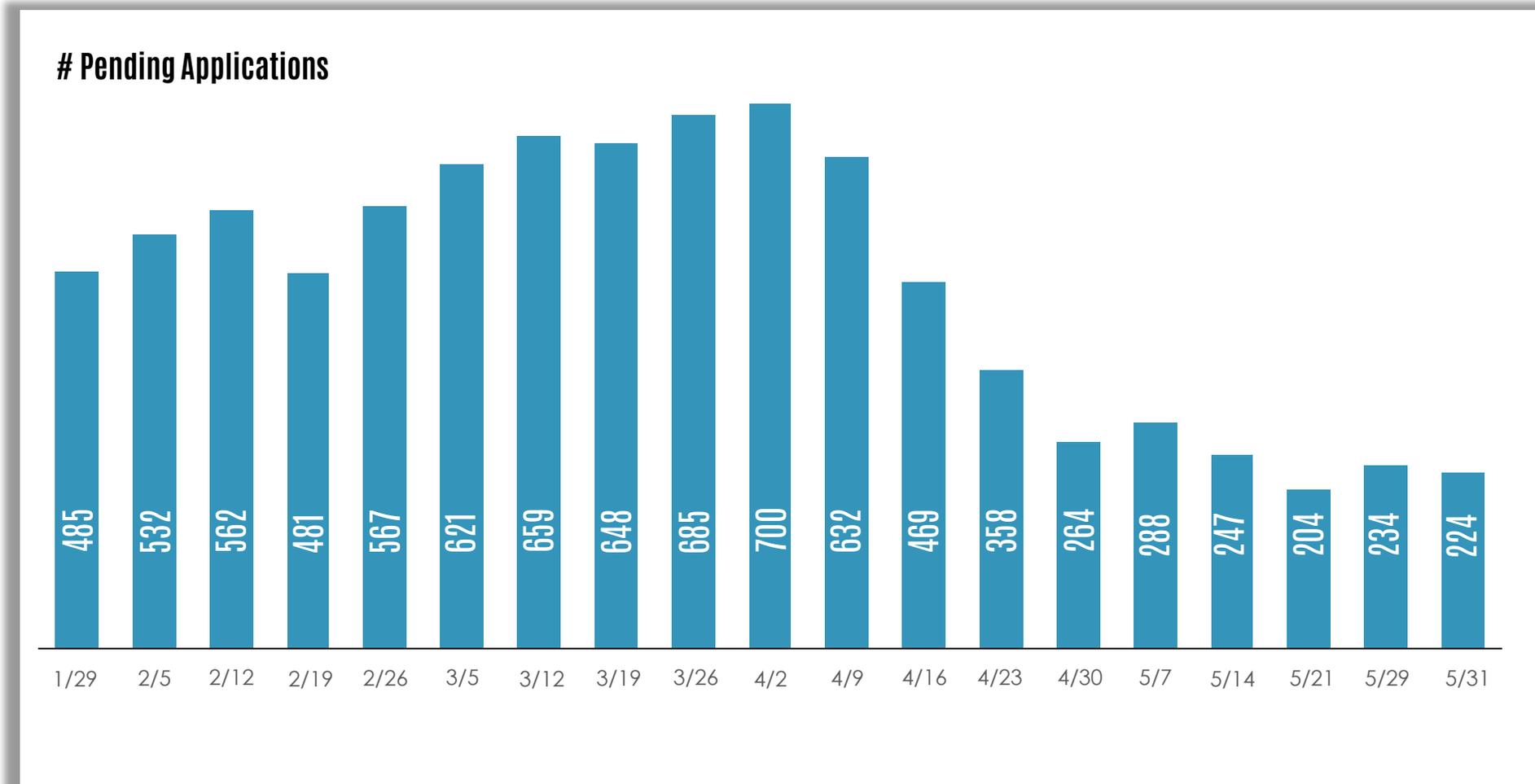
This graph reflects the number of new non-expedited SNAP applications in progress in the RI Bridges system.

cash assistance: pending applications



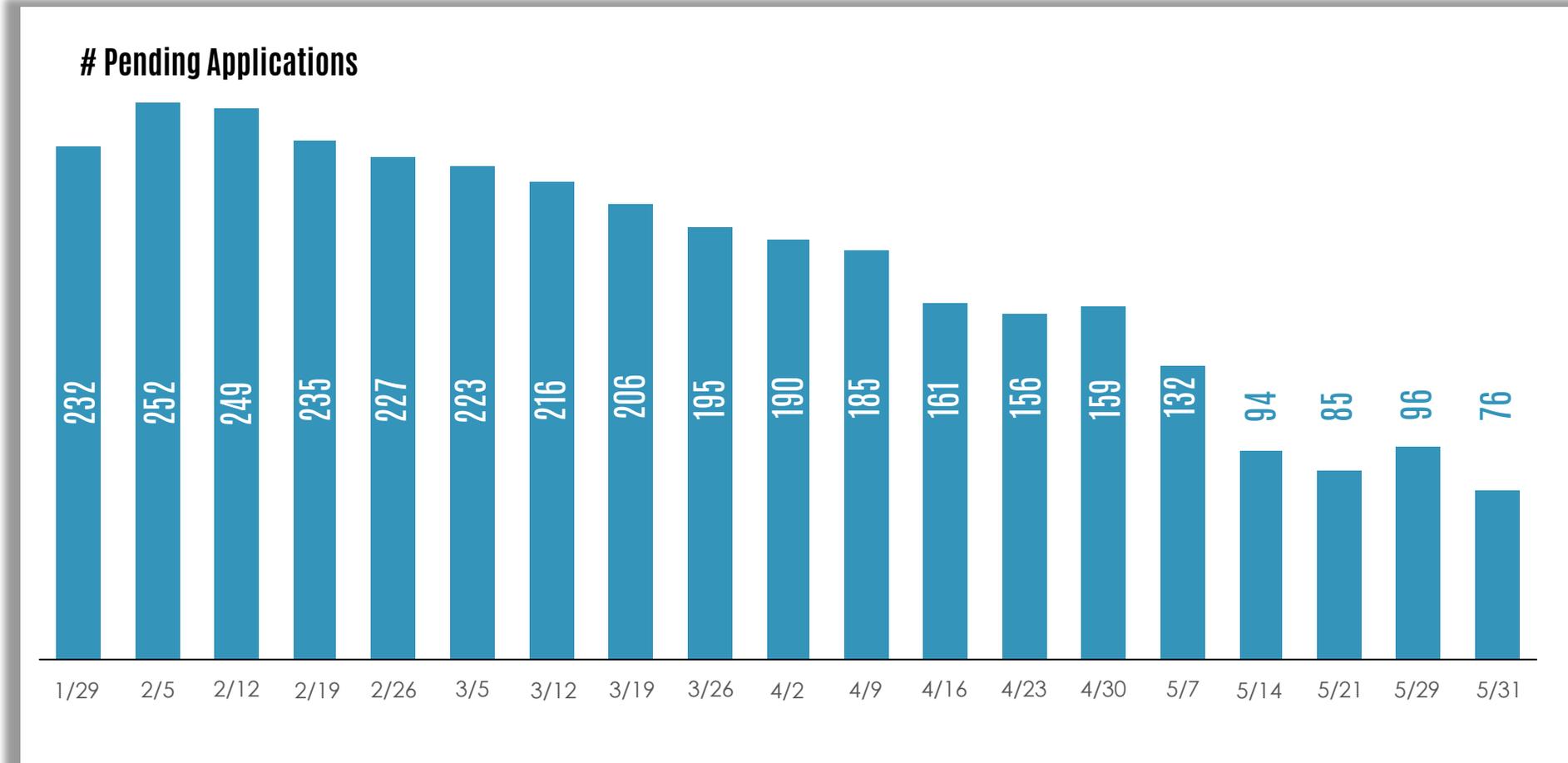
This graph reflects the number of new RI Works and General Public Assistance applications (reported together as “cash assistance”) in progress in the RI Bridges system.

child care: pending applications



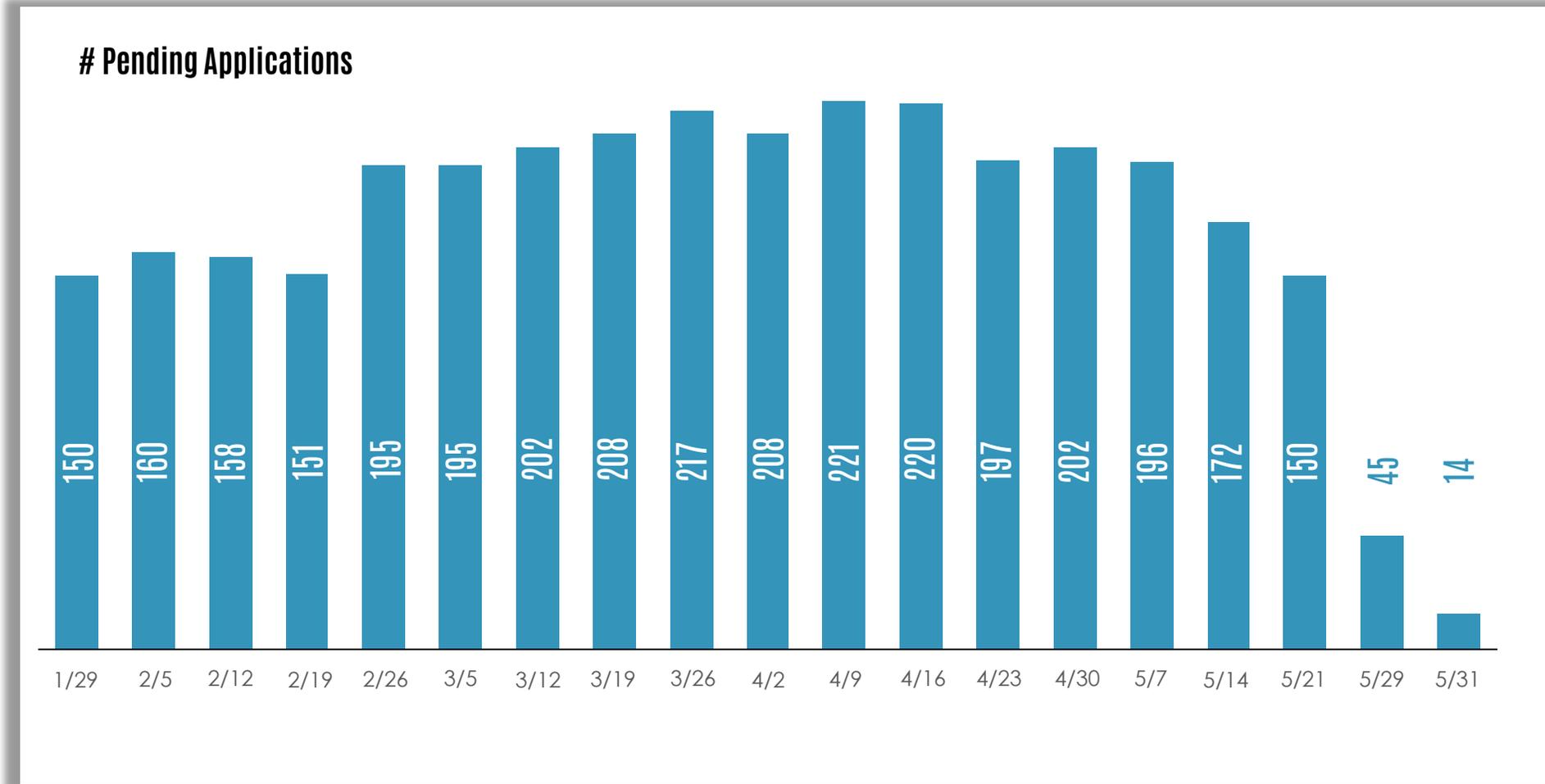
This graph reflects the number of new Child Care Assistance Program (CCAP) applications in progress in the RI Bridges system.

burial: pending applications



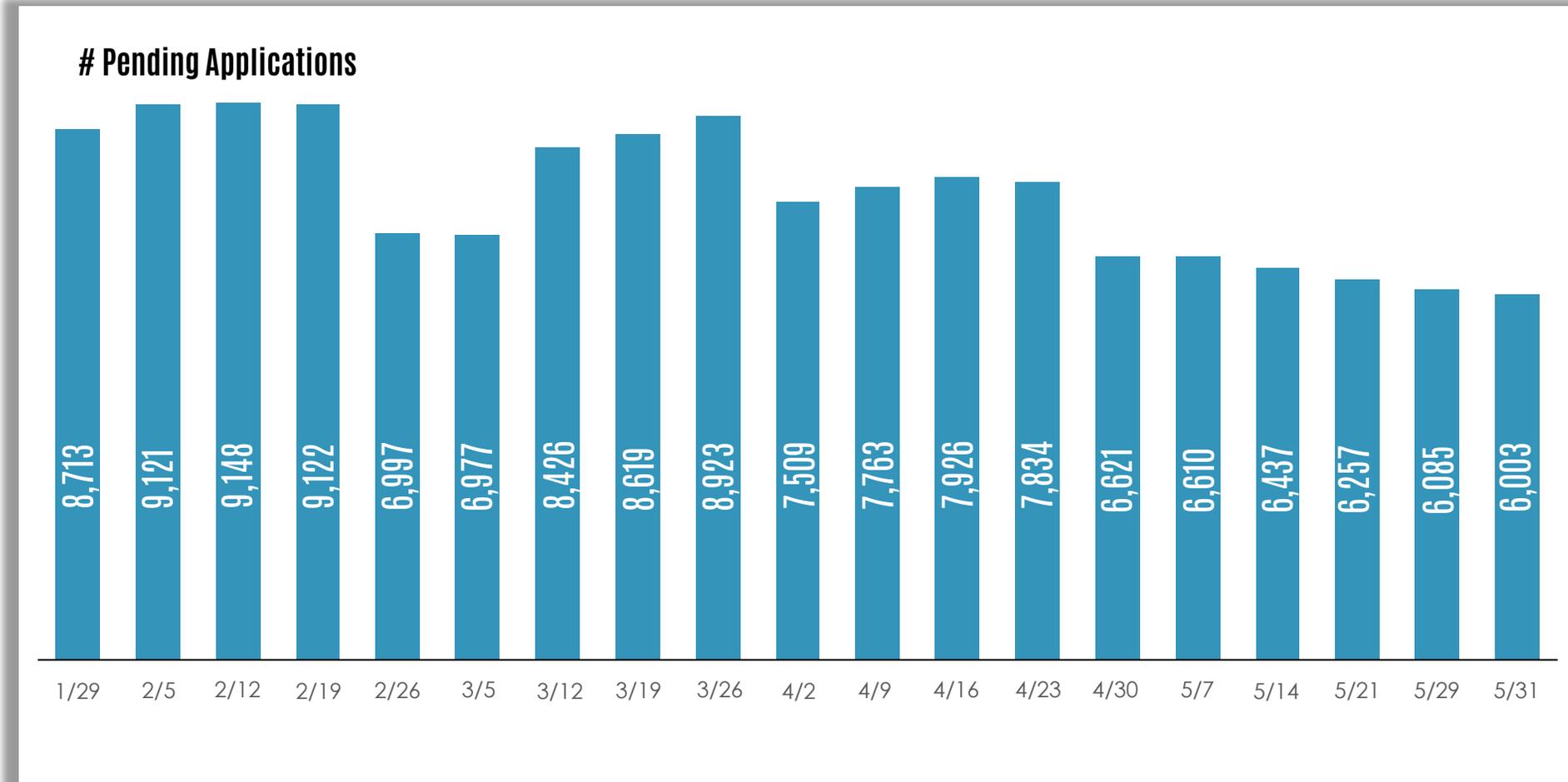
This graph reflects the number of new General Public Assistance funeral & burial service applications in progress in the RI Bridges system.

SSP: pending applications



This graph reflects the number of new Supplemental Security Income, State Supplemental Payment (SSP) applications in progress in the RI Bridges system.

medical: pending applications

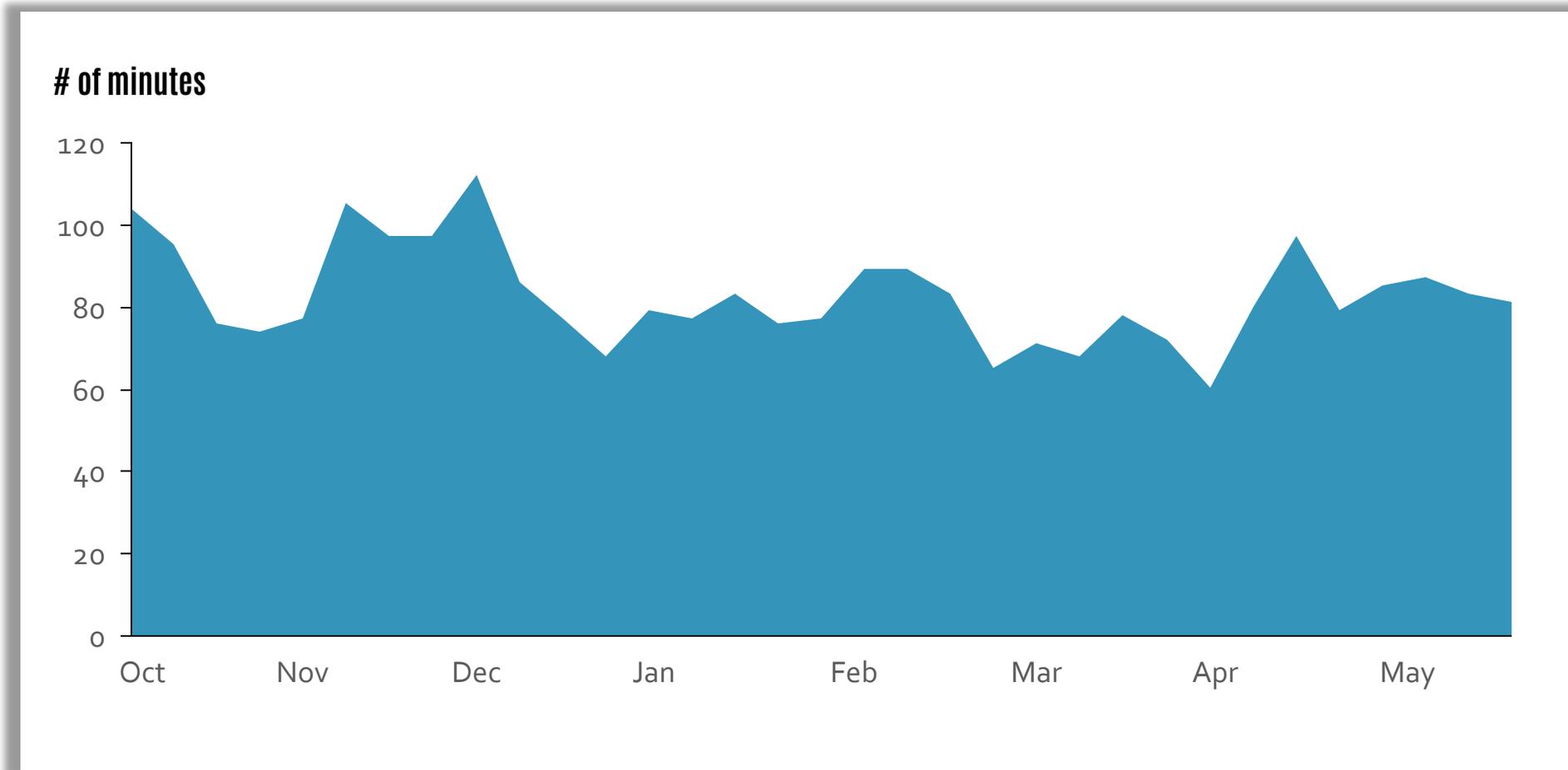


This graph reflects the number of new Medical applications in progress in the RI Bridges system.

Data is based on queries of the RI Bridges database designed by the state and executed by Deloitte.

Data on MAGI, Complex Medicaid, Undetermined Medical, LTSS & Medicare Premium Payments are included.

average lobby wait times



This graph reflects the average wait time in minutes across field offices since October 2016. This data has been coded and provided to the State by Deloitte.

data snapshot:

6/1 pending applications

		SNAP Expd.	SNAP Regular	Cash Assistance	CCAP	GPA - Burial	SSP	MAGI	Undet. Medical	Complex Medicaid	Medicare Premium	Long Term Care	Grand Total
Overdue	Client	231	93	183	7		1	310		47	19	28	919
	DHS	91	46	100	52	61	7	243	1925	73	33	1512	4143
	Total	322	139	283	59	61	8	553	1925	120	52	1540	5062
Not Overdue	Client	47	432	165	37		1	198		23	9	1	913
	DHS	35	216	161	128	15	5	67	770	10	143	592	2142
	Total	82	648	326	165	15	6	265	770	33	152	593	3055
Grand Total		404	787	609	224	76	14	818	2695	153	204	2133	8117

additional definitions

- Overdue..... Indicates if the application has been pending longer than regulation allows, as measured from the date received. SNAP Expedited applications are overdue if they have been pending for more than 7 days. Medical applications are overdue if they have been pending for more than 45 days. LTSS applications are overdue if they have been pending for more than 90 days. All other application types are considered overdue if they have been pending for more than 30 days.
- Not Overdue..... Any application pending for fewer days than the overdue threshold.
- DHS..... Applications are under DHS when pending a worker's action. This is calculated based on an application status queried from RI Bridges.
- Client..... Applications are under client when the client needs to submit more information or missed an interview. This is calculated based on an application status queried from RI Bridges.